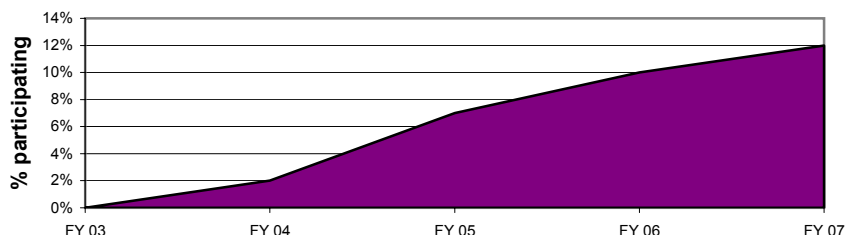


| Program Strategy | | Insurances and Administration | | | Dept | Human Resources | |
|---|-------|-------------------------------|-------|-------|-------|-----------------|---------|
| DESIRED FUTURE | | | | | | | |
| GOAL 8 - Governmental Excellence and Effectiveness | | | | | | | |
| Desired Community Condition(s) | | | | | | | |
| 52. Competent, well-trained motivated employees contribute to the achievement of City goals and objectives. | | | | | | | |
| 50. Products, services, and materials are obtained efficiently, fairly, and in a timely manner. | | | | | | | |
| 51. City services, operations, and finances are measured and audited as needed and meet customer needs. | | | | | | | |
| 53. The work environment for employees is healthy, safe and productive. | | | | | | | |
| Measures of Outcome, Impact or Need | | | | | | | |
| | FY 01 | FY 02 | FY 03 | FY 04 | FY 05 | FY 06 | FY 07 |
| # employees eligible for medical coverage (all government entities) ¹ | * | * | * | * | * | 9,008 | 9,200 |
| # CoA employees enrolled in medical coverage ¹ | * | * | * | * | * | 5,945 | 5,500 |
| # other government entity employees enrolled in medical coverage ¹ | * | * | * | * | * | 1,849 | 2,200 |
| # total lives insured by CoA-provided medical coverages | * | * | * | * | * | 20,336 | 21,000 |
| # catastrophic medical claims | * | * | * | * | * | 26 | 15 |
| \$ value of catastrophic medical claims | * | * | * | * | * | \$5.57m | \$3.74m |
| PROGRAM STRATEGY RESPONSE | | | | | | | |
| Strategy Purpose | | | | | | | |
| Administer health, dental, vision, life, and disability insurance benefits and deferred compensation programs to employees of the City of Albuquerque and other government entities in the greater metropolitan area, so that employees are healthy, safe, productive and motivated. Coordinate the retirement process so employees have a smooth transition into retirement. | | | | | | | |
| Key Work Performed | | | | | | | |
| <ul style="list-style-type: none">• Negotiate rates with health care insurance providers• Make employees aware of insurance benefit options and availability• Register employees for health care benefits• Respond to employee concerns about claims, cost, and quality of care issues• Monitor health care provider performance• Provide advice on retirement procedures• Administer benefits payroll deductions and adjustments• Administer supplemental life, basic life, and deferred compensation benefit programs• Monitor employee insurance fund and propose OEB (other employee benefit) rate changes• Arrange for the provision of health fairs• Provide voluntary flu shots• Coordinate and administer the early retirement program• Coordinate insurance and other benefit programs and enrollments for other government entities• Reconcile and adjust insurance premium billing statements• Administer insurance coverage for employees in leave without pay status• Provide IS support for HR department. Extract data and create custom reports from City databases for citywide use | | | | | | | |
| Planned Initiatives and Objectives | | | | | | | |

| Accelerating <u>I</u>mprovement (AIM) | Why is this measure important? |
|---|--|
| Increase the participation in wellness fairs | Wellness fairs have a significant impact on the awareness of health issues and lead to more preventive and early intervention activities, improving the overall health of employees and reducing the costs of health care. |

AIM POINTS

| ACTUAL | | | TARGET | |
|--------|-------|-------|--------|-------|
| FY 03 | FY 04 | FY 05 | FY 06 | FY 07 |
| 0% | 2% | 7% | 10% | 12% |



| Total Program Strategy Inputs | | | Actual | Actual | Actual | Approved | Mid-year | Proposed |
|-------------------------------|----------|-----|--------|--------|--------|----------|----------|----------|
| | Fund | | FY 03 | FY 04 | FY 05 | FY 06 | FY 06 | FY 07 |
| Full Time Employees | Empl Ins | 735 | 9 | 9 | 9 | 9 | 10 | 11 |
| Budget (in 000's of dollars) | Empl Ins | 735 | 29,012 | 33,038 | 38,329 | 42,789 | 42,789 | 49,147 |

Service Activities

Administration - 4750000

| | | | Actual | Actual | Actual | Approved | Mid-year | Proposed |
|------------------------------|----------|------|--------|--------|--------|----------|----------|----------|
| | Input | Fund | FY 03 | FY 04 | FY 05 | FY 06 | FY 06 | FY 07 |
| Budget (in 000's of dollars) | Empl Ins | 735 | 479 | 498 | 616 | 859 | 859 | 900 |

Measures of Merit

| | | | | | | | |
|---|---------|-------|-------|-------|-------|-------|-------|
| # employees made aware of health care insurance options and benefits through New Employee Orientation presentations | Output | 559 | 1124 | 1,108 | 1,000 | 646 | 1,000 |
| # employees made aware of health care insurance options and benefits through open enrollments and other means | Output | 1200 | 4800 | 5,500 | 6,800 | 6,799 | 6,800 |
| # employees participating in a City-sponsored benefits program | Quality | * | * | * | 6,116 | 6,174 | 5,800 |
| Ratio of employee to City contribution | Quality | 20/80 | 20/80 | 17/83 | 17/83 | 17/83 | 17/83 |
| % eligible employees participating in a City-sponsored medical, dental, or vision program | Quality | * | * | * | 90% | 91% | 91% |
| # wellness fairs conducted | Output | 0 | 1 | 2 | 1 | 1 | 4 |
| # employees attending wellness fairs | Output | 0 | 400 | 871 | 552 | 552 | 2,500 |
| Customer satisfaction with wellness fairs (5-point scale) | Quality | ** | ** | ** | ** | ** | 5 |
| # retirements | Output | 244 | 223 | 225 | 250 | 242 | 300 |
| # of retirement procedures briefings or consultations by insurance staff | Output | 320 | 391 | 285 | 260 | 241 | 280 |
| # of voluntary flu shots provided | Output | 1,406 | — | 0 | 816 | 816 | 1,600 |

| | | | | | | | |
|--|---------|----|----|----|----|----|-----|
| % employees receiving City-provided flu shots | Quality | ** | ** | ** | ** | ** | 10% |
| Customer satisfaction with the overall level of service provided by staff | Quality | ** | ** | ** | ** | ** | 4.0 |
| New employees reporting that the overall benefits package was a major factor in their decision to work for CoA | Quality | ** | ** | ** | ** | ** | 60% |

Health Insurance - 4786000

| | | | Actual | Actual | Actual | Approved | Mid-year | Proposed |
|------------------------------|----------|------|--------|--------|--------|----------|----------|----------|
| | Input | Fund | FY 03 | FY 04 | FY 05 | FY 06 | FY 06 | FY 07 |
| Budget (in 000's of dollars) | Empl Ins | 735 | 25,876 | 29,949 | 34,483 | 37,945 | 37,945 | 42,602 |

Measures of Merit

| | | | | | | | |
|---|--------|-------|-------|-------|-------|-------|-------|
| # CoA employees participating in health care insurance programs | Output | 5,466 | 5,814 | 6,127 | 5,886 | 5,964 | 5,500 |
| # health insurance options available | Output | * | * | * | 4 | 4 | 2 |
| # CoA employees participating in dependent care assistance programs | Output | 15 | 13 | 37 | 34 | 34 | 40 |
| # CoA employees participating in medical reimbursement program | Output | 50 | 148 | 319 | 319 | 329 | 350 |

Dental Insurance - 4787000

| | | | Actual | Actual | Actual | Approved | Mid-year | Proposed |
|------------------------------|----------|------|--------|--------|--------|----------|----------|----------|
| | Input | Fund | FY 03 | FY 04 | FY 05 | FY 06 | FY 06 | FY 07 |
| Budget (in 000's of dollars) | Empl Ins | 735 | 2,657 | 2,641 | 3,230 | 3,353 | 3,353 | 3,701 |

Measures of Merit

| | | | | | | | |
|--|--------|-------|-------|-------|-------|-------|-------|
| # CoA employees participating in dental insurance programs | Output | 5,490 | 5,845 | 6,191 | 5,942 | 6,010 | 5,600 |
| # dental plan options available | Output | 4 | 4 | 3 | 3 | 3 | 3 |

Vision Insurance - 4789000

| | | | Actual | Actual | Actual | Approved | Mid-year | Proposed |
|------------------------------|----------|------|--------|--------|--------|----------|----------|----------|
| | Input | Fund | FY 03 | FY 04 | FY 05 | FY 06 | FY 06 | FY 07 |
| Budget (in 000's of dollars) | Empl Ins | 735 | 0 | 0 | 0 | 632 | 632 | 540 |

Measures of Merit

| | | | | | | | |
|--|--------|---|---|---|-------|-------|-------|
| # CoA employees participating in vision insurance programs | Output | — | — | — | 4,110 | 4,268 | 4,300 |
| # vision plan options available | Output | — | — | — | 1 | 1 | 1 |

Wellness Incentive - 4797000

| | | | Actual | Actual | Actual | Approved | Mid-year | Proposed |
|------------------------------|----------|------|--------|--------|--------|----------|----------|----------|
| | Input | Fund | FY 03 | FY 04 | FY 05 | FY 06 | FY 06 | FY 07 |
| Budget (in 000's of dollars) | Empl Ins | 735 | 0 | 0 | 0 | 0 | 0 | 1,404 |

Measures of Merit

| | | | | | | | |
|-----------------------------------|--------|----|----|----|----|----|----|
| No measures for this new activity | Output | ** | ** | ** | ** | ** | ** |
|-----------------------------------|--------|----|----|----|----|----|----|

Strategic Accomplishments

Measure Explanation Footnotes

* New measure implemented FY/06

** New measure implemented FY/07

¹ Reflects only medical coverages. Does not include workload associated with dental, vision, basic and supplemental life, and disability insurances or flexible spending plans, deferred compensation programs, death claims, voluntary insurance programs, or retirement processing.